ABSTRACT OF THE DISCLOSURE

A technical support system includes an SIP section which provides web pages as an information input and output interface, a KB section which stores various claim reports and solutions related to the claim reports, and a CH section which registers in the knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and manages the registered new claim report as an unsolved claim requiring an answer from an engineer. Particularly, the CH section is configured to issue task sheets for a market countermeasure task which is shared among technical divisions according to the new claim report and to update the state of progress in the market countermeasure task upon receipt of the task sheet returned from each of the technical divisions.